

Unit 16

Title: Polite requests

VOCABULARY, TERMS & PHRASES

English		English	
Asking			
Would you mind....?		Please....	
Could I borrow....?		stuffy	
May I ?		crowd - crowded	
Excuse me.... ?		scared	
Would you pass me....?		library	
		lawn mower	
lend = give		to mow	
borrow = take			

Polite requests: situations

1. You're in a crowded room. It's summer and it's very hot and stuffy. You want the person sitting next to you to open the window.
2. You're on your way to the airport. The taxi driver is driving very fast. You're really scared.
3. Your neighbour is grilling in his garden and the smell of grilled burgers is coming in your house through the window.
4. You are sitting in the library. Next week you have an important exam and it's the only place you can study in peace and quiet. The person next to you is talking loudly and disturbing you.
5. It's 3 am in the morning and your neighbour is playing loud music.
6. You're at the movies and the people behind you are talking and eating popcorn loudly.
7. You are at a restaurant and enjoying your main course. Someone on the next table lights up a Havana cigar.
8. Sunday afternoon. It's quiet and sunny and you are relaxing in the garden. Your neighbour starts to mow his lawn with his lawn mower.
9. You are visiting Boston. You ask a local for directions but he is very difficult to understand.

Could and would

Could I borrow your pen for a minute please?

Would you pass me the sugar please?

Could I come to your office now?

Would it be possible to speak in person?

Polite Requests II

Could you **send** me the invoice as soon as possible please?

Would you mind sending me the invoice as soon as possible please?

Positive answers

Sure, I'll do that right away.

Certainly, I'll get on to that immediately.

Negative answers

I'm afraid that I won't be able to do that until I am at the office tomorrow morning.

I'm so sorry I cannot do that today.

Some standard situations:

Q = Question A = Answer R = Response

Q. **Would you mind giving me a ride? (US) me a lift? (UK)**

A. Not at all OR Sure. Jump in. OR Of course.

R. Thank you ☺

R. You're welcome ☺

Q. **Could you lend me a thousand bucks/dollars/Euros?**

A. I'm sorry I can't. OR Sure. No problem.

R. Thank you very much ☺

R. You're welcome OR Don't mention it

BBC Learning English: how to apologize

http://www.bbc.co.uk/worldservice/learningenglish/radio/specials/1331_howto_feedback/page3.shtml

Situations

Make up requests for these and give answers and responses:

Cook dinner tonight	Answer the phone	Send me the file
Do the shopping tomorrow	Take the dog for a walk	Collect the kids from school
Light the candles	Give me a light	Lend me your bike
Let me use your car this evening	Book a table at the restaurant	Close the door
Book the flights	Reserve a room	Organize the meeting
Make coffee	Take notes	Record the discussions

Answers

Positive	Negative
Yes, of course.	I'm sorry I can't ...
Not at all.	I'm afraid I haven't got time
Sure	Unfortunately, that doesn't work for me
I'd be delighted to.	No way! (strong)

Complaining and apologizing

I do apologize	I'm (very) sorry	Oh, sorry	Of course	I'm so sorry...
I'm sorry, I didn't mean to ...		I'm dreadfully sorry		Please forgive me

Scenario 1

Person A	<i>It's a warm summer evening and your next door neighbour, who has a garden, is having a barbecue party right next to the fence. Your house is full of the smell of grilled burgers.</i>
Person B	<i>This is your first barbecue at your new home. You can't help which way the wind is blowing.</i>

Scenario 2

Person A	<i>You're in a restaurant and have just been served your first course. The man at the next table lights up a cigar.</i>
Person B	<i>You are a regular at this restaurant and always enjoy a cigar after your meal. There are no "no-smoking" signs.</i>

Scenario 3

Person A	<i>It's a quiet Sunday afternoon and you're relaxing in the garden. Your neighbour starts to mow his lawn with his motor mower which is very loud.</i>
Person B	<i>The grass is very long and Sunday is the only day when you have the time to do the gardening.</i>

Important things in life : making comparisons – agreeing and disagreeing

comfortable home	a secure job	peace and quiet	success	love	money
a good education	a happy family	an interesting job	holidays	friends	health

Opinions and short replies

<i>I think a secure job is more important than money.</i>	<i>Do you? I don't. (disagreeing)</i>
<i>I think health is the most important thing in life.</i>	<i>So do I (agreeing)</i>

Expressions wishes and future intentions

What would you like to do one day?

What do you want to do in the future?

What are your dreams and wishes?

I want to alleviate suffering in Africa. I'd like to work in Kenya.

I am going to help development in Africa. I'm going to make a plan.

My dream is to get a beautiful new dress. My wish is to win the lottery.

My dream is to be healthy when I am one hundred.

I'd like to.... So would I. (agreeing)	I want to.... So do I (agreeing)
I wouldn't, I'd rather... (disagreeing)	I don't, I want to (disagreeing)

Short term future plans – „going to...“

Business

meetings	Send emails	Write invoices	calculate	File and filing
talk to the boss	call the logistics firm	make an offer	cancel the appointment	call a meeting
calendar	appointments	Receive calls	Make calls	Write letters
Pay bills	Schedule	Pay salaries	Get paid	bonus
seminars	courses	receptions	Make coffee	postpone meetings

Tasks:

1. Use the new vocabulary in sentences
2. Make up 10 requests for colleagues and customers or clients
3. Use could and would in 8 sentences. Try to make the questions work related.
4. Write about 4 long term plans.
5. Make a list of short term plans at your work for next week/month.